



Employee / Member Self Service

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Purpose



- To provide an overview of the E/MSS Feedback Report process
- To explain rationale associated with internal business practices
- To validate the level of accessibility and acceptability for PIN confirmation and feedback process

Background



- E/MSS was a concept established in the 1998 timeframe to allow active and reserve military members, retirees and annuitants to take greater control over their own pay account information

Background (cont'd)



- Phase One gave Navy members access to E/MSS in September 2000
- E/MSS access provides the ability to submit an updated W4
- E/MSS access provides the ability to update financial institution information for net pay delivery (1st and 15th paydays)

Background (cont'd)



- In February 2001 the monthly completed transaction volume, including inquiries, for Active Duty and Reserve community was:

Telephone access to E/MSS ...4,350

Internet access to E/MSS.....34,900

Background (cont'd)



- E/MSS operates in a batch update environment
- E/MSS is user friendly and can be accessed 24 hours a day, 7 days a week

Issues



All transactions submitted via E/MSS appear on the following reports:

- DJMS-AC Transactions Originated by Others (DTL Section 6)
- SAR Report UH022-164 for Reserve Component

Issues (cont'd)



- MilPay offices must review E/MSS feedback reports daily for accepted and rejected transactions
- For rejected transactions, the MilPay office must contact the member and assist in resolving the error

Issues (cont'd)



- Letters providing temporary Personal Identification Number (PIN) were mailed to ALL Navy members
- Letters were mailed to members' command UIC during the February 2001 timeframe

GENERAL INFORMATION



- EMSS Customer Support Line

1-800-390-2348

DSN 580-5122

- Navy Active Duty Customer Service

1-800-346-3374

DSN 580-5637

- Navy Reserve Customer Service

1-800-255-0974

DSN 580-5138



**Overview is completed.
Transition to twenty minute
facilitated discussion.**